Allegiance Telecom of Illinois Inc.

Proposed Measures for Illinois Code Part 731

I. Pre-Ordering / Ordering

-Average Response Time For OSS Pre-Order Interfaces

-Accuracy of Actual Loop Makeup Information

-Loop Makeup Response Time (Manual and Electronic)

-Percent Responses Received Within "X" Seconds – OSS Interfaces

-OSS Interface Availability

-Percent Firm Order Confirmations (FOCs) Returned Within "X" Hours

-Mean Time to Return Manual Rejects that are Received via an Electronic Interface

-Percent Rejects

-Mechanized Provisioning Accuracy

-Order Process Percent Flow Through

-Order Acknowledgment/Confirmation Timeliness and Completeness

-Reject Timeliness

-Percent Rejected

-Form Order Confirmation Timeliness

-Speed of Answer in Ordering Center

-Firm Order Confirmation and Reject Response Completeness

II. Billing

-Billing Accuracy

-Percent of Usage Records Transmitted Correctly

-Billing Completeness

-Billing Timeliness (Wholesale Bill)

-Daily Usage Feed Timeliness

III. Provisioning

-Average Installation Interval (Offered and Completed)

-Installations Completed Within "X" Days

-Percent LEC Caused Missed Due Dates

-Percent Trouble Reports within 30 Days of Installation

-Missed Appointments

-Installation Quality

-Jeopardy Notice/Reports (Intervals and Percentage of Orders Given Jeopardy Notices)

IV. Hot Cut Performance

-Premature Disconnects (Coordinated Cutovers)

-CHC/FDT LNP with Loop Provisioning Interval

-LEC Caused Delayed Coordinated Cutovers

-Provisioning Trouble Reports

-Mean Time to Restore

V. Local Number Portability

-LNP Due Dates

-Number of FOCs Returned Within "X" Hours

-Average Time to Return FOC

-Percentage Pre-mature Disconnects for LNP Orders

-Percentage Trouble LNP (I-Reports) in 30 Days

-LEC Missed Due Dates

-Time of Out of Service for LNP Conversions

-Number Out of Service < 60 minutes

VI. E911

-Timeliness (clear errors, update database)

-Accuracy

VII. Maintenance

-Trouble Report Rate

-Missed Repair Appointments

-Mean Time to Restore

-Percent Out of Service <24 Hours

-Repeat Trouble Reports

-Average Answer Time - Repair Centers

VIII. Network / Trunk Groups

-Percentage of Trunk Blockage (Call Blockage)

-Percentage of Trunk Blockage (Trunk Groups)
-Common Transport Trunk Blockage

-Distribution Of Common Transport Trunk Groups > 2%

-Percentage Missed Due Dates – Interconnection Trunks

-Delay Days For Missed Due Dates – Interconnection Trunks

- LEC Caused Missed Due Dates > 30 Days – Interconnection Trunks

- Trunk Restoration Interval – Interconnection Trunks

- Trunk Restoration Interval for Service Affecting Trunk Groups

- Interconnection Trunk Installation Interval

-Collocation Performance (Response Time,
    Arrangement time and missed due dates)